

PACIFIC REGION CIVILIAN PERSONNEL CUSTOMER SERVICE PLAN

Civilian Personnel Advisory Centers



Civilian Personnel Operations Center

APRIL 1999

FOREWORD BY CPOC AND CPAC DIRECTORS

This Customer Service Plan was developed with a keen desire to demonstrate our commitment to providing you, our customers, with quality civilian personnel servicing. We initially designed this plan understanding that it is important for our customers to know what can be reasonably expected from us, the service providers, in terms of timeliness and quality as it relates to your civilian personnel management program. The Plan identifies each major civilian personnel function typically provided by personnelists and provides a performance standard/goal for each one to give you a baseline by which to judge our performance. This publication is a revision of our former Customer Service Plan. It now incorporates mission changes/additions and keys our productivity to standards set by Department of Army.

The Plan is organized into specific sections:

- ◆ A general overview of regionalization and the Modern System.
- ◆ Pacific Region Vision Statement.
- ◆ Pacific Region Values.
- ◆ Performance standards/goals for key service areas.
- ◆ How customers can help.

The Pacific Region personnel community embraces solid principles of customer service and is committed to these service standards. We are also committed to continuous process improvement. We understand the ISR III requirements will be our baseline of measurement and we are working toward achieving the highest level of those measurements. The measures identified in this document break out the detailed steps necessary to accomplish our functional requirements making it easier for our customers to understand the processes. These measurements, in conjunction with DoD automation enhancements, lay the foundation for the future evolution of our organizations and continued improvements in product delivery and service.

We invite your comments on this plan. If we do not meet the performance standards identified, we encourage bringing it to our personal attention. We believe we are in the business of providing professional, timely, and quality products and services. We want to hear from you if we fail to do so.

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Regionalization Concept Moves Forward

The momentum of regionalization of civilian personnel management services has dramatically changed the manner in which we deliver civilian personnel servicing. In November 1993, the Office of Secretary of Defense (OSD) established the regional personnel centers concept for DoD services and agencies and set specific time frames for doing so. Department of Army now has 10 operating regional centers throughout the world and DoD will have a total of 22 once all are operational.

The Pacific Region Civilian Personnel Operations Center (CPOC), located at Fort Richardson, Alaska, began providing servicing to all Army appropriated fund employees in Hawaii and Alaska on 30 September 1996. In August of 1998, the Pacific Region CPOC assumed the servicing of all Army personnel serviced by the CPAC at Camp Zama, Japan, and on 12 April 1999, we absorbed the Japan Civilian Personnel Advisory Center's (CPAC) new satellite site on Okinawa.

The regionalized concept still supports two entities, the CPOC and CPAC. The two organizations maintain different missions although each entity provides a critical support piece to management and employees by working closely to support each other's functions. The CPACs provide advisory services to commanders, managers, supervisors, employees and job applicants, and the CPOC provides the behind-the-scenes personnel products. CPAC staffs interface with customers at the installation level. CPACs provide managers with recruitment and downsizing strategies, assist in building labor-management partnerships, advise on position management issues, process and orient new employees, and provide advice/assistance to employees on benefits, entitlements, training opportunities, etc.

The CPOC provides day-to-day administrative personnel and processing work that does not require face-to-face interaction. Examples include maintenance of official personnel files; processing of Notification of Personnel Actions (Standard Forms 50s) which affect changes in civilian employment records often relating to the pay of civilians; issuance of job vacancy referral lists which managers use to fill vacancies; and job classification actions affecting title, series and grade. Performing production-oriented, technical work at the CPOC frees the CPACs to concentrate on providing quality advisory services. It is imperative that the CPOC and the CPACs work closely together to ensure our customers receive quality customer care.

The Offices of Secretary of Defense and the Secretary of the Army are providing new automated tools to enable us to deliver more efficient service with even fewer resources.

The new system, the Modern Defense Civilian Personnel Data System, commonly referred to as the Modern System or modern DCPDS, is scheduled for region-wide deployment in the Pacific at the very beginning of FY00. The Pacific Region is the Army's Operational Test and Evaluation (OT&E) site for the Modern System.

The Modern System is a human resources information system that will support civilian personnel operations in the Department of Defense (DoD). It allows the DoD to move from multiple systems to a single information system for all DoD civilian employees. The Modern System will replace the current Defense Civilian Personnel Data System (known as the legacy DCPDS). The Corporate Management Information System (CMIS), a part of the modern DCPDS, is designed to replace Component headquarters' data system. The Modern System will support appropriated fund, non-appropriated fund and local national human resources operations. Each piece will be phased in separately; however, the Pacific Region will initiate the OT&E with the appropriated fund portion, which provides service to the majority of our customers.

Implementation of the Modern System supports the regionalization of civilian personnel operations by improving the flow of information across organizational and geographic boundaries, increasing access to information, improving productivity, reducing redundancy and simplifying some tasks for managers and personnelists. Managers, personnelists and employees will have direct access to human resources information. The reengineered automated personnel processes, electronic routing and instant on-line access to current information, will place DOD in a paperless environment. Other automated tools, such as Resumix, COREDOC, PD Library and FASCLASS, streamlines personnel processes and expedites the processing of actions for managers and employees. Access to the system, at all levels within DoD, will be based on an individual's official need for information. From their desktop computer, managers will be able to track the status of personnel actions, access up-to-date information about employees positions and recruitment activities (from individual queries to workforce reports).

Department of Army will provide support in training, hardware and software to enable us to continue our mission of providing exceptional and timely customer service to you, enabling you to meet your mission requirements. As Modern System deploys throughout the region, we will all be sharing in the adventure and the learning. We ask for your support by working with us as team members, in true partnership, to help us all succeed.

Pacific Region Vision Statement

A recognized region of expertise working in partnership to provide innovative and responsive civilian personnel products and services to our geographically and culturally diverse customers.

Recognized leaders in



Pacific Region Values

RESPECT

To acknowledge and accept the dignity and worthiness of every individual. To be sensitive to the rights, abilities, values and differences of others.

INTEGRITY

To be honest, adhere to moral and ethical principles, be forthright and open in our dealings with others

COMMITMENT

Genuinely determined to work hard, do the best we can at all times, finish what is started, do what is promised, and rigorously support our co-workers, our customers, and the mission.

COURAGE

Not afraid to stand up for our beliefs and convictions, take risks, admit errors, and do the right thing for the right reasons at the right time.

CREATIVITY

To honor and relish new ideas, new approaches, the unfamiliar, innovation, and the ability to challenge the status quo and work outside the norm. To embrace positive change and be forward-thinkers.

PERFORMANCE STANDARDS

<u>FUNCTIONAL AREA</u>	<u>SERVICES PROVIDED</u>	<u>TIME FRAME</u>	<u>REMARKS</u>
Major Functional Areas	Services identified are keyed to the services provided by the Civilian Personnel Operations Center (CPOC) and the Civilian Personnel Advisory Centers (CPACs). HQDA, MACOM and DFAS may also impact processing and therefore timelines.	Each timeframe varies dependent upon process and involvement of others. Cycle times, identified in Remarks, provide more realistic timeframe.	Cycle times (referring to the entire process from employee to manager to CPAC to CPOC to manager and employee) will be identified under Remarks where applicable.
Position Management	<p>CPAC advises management on routine workforce transition (planning & implementing changes to organizational structure) and assess potential effect on employees.</p> <p>CPOC builds tables and processes personnel actions.</p> <p>CPAC advises management on restructuring within organizations to create MEO for CA Studies.</p> <p>CPAC advises on career ladders and job enrichment.</p>	<p>As needed.</p> <p>CPOC process time is 3-16 days dependent upon action.</p> <p>As needed.</p> <p>As needed.</p>	<p>CPAC involved as soon as informed. Cycle time (not including management & CSR) could be 15-69 days dependent upon action needed.</p> <p>CPAC involved as soon as informed. Cycle time could extend up to 23 months dependent upon size of study.</p>
Job Classification	<p>CPOC assists management in classifying jobs (title, series & grade). Non-routine.</p> <p>CPOC processes fill actions where there is an established job description. Routine.</p>	<p>31 days after receipt of Request for Personnel Action (RPA) & draft JD by CPOC.</p> <p>4 days after receipt of Request for Personnel Action (RPA) & proposed JD by CPOC.</p>	Managers assign duties and responsibilities, maintain accurate JDs, classify jobs. CPOC provides advisory services.
Recruitment and Placement (non-career referrals)	CPAC advises management on recruitment strategies and ensures correctness and completion of all required documents prior to forwarding Request for Personnel Action to CPOC.	Within 5 days of Request for Personnel Action in CPAC.	CPAC Generalists work with managers.

<u>FUNCTIONAL AREA</u>	<u>SERVICES PROVIDED</u>	<u>TIMEFRAME</u>	<u>REMARKS</u>
Recruitment and Placement Continued	Establish Resumix Job Search Criteria Plan (skills identification - formerly KSAs).	Prior to closing date of announcement.	CPAC/CPOC Generalists & Staffing Specialists work with managers.
	Query Priority Placement Program.	Within 3 days of receipt of Request for Personnel Action.	
	Announce Vacancies.	Within 5 days of receipt of Request for Personnel Action in CPOC.	CPOC/CPAC determine opening/closing dates based on managers' priorities.
	Rate/Rank/Refer Applicants.	Within 14 days after vacancy announcement closing date (7 days mailing time required). Total process from receipt of Request for Personnel Action in the CPAC to commitment should not exceed 60 days.	CPOC Staffing Specialists.
	Administer DoD Priority Placement Program Requirements and other entitlement programs.	On-going.	CPOC Staffing Specialists.
Recruitment and Placement (Mandatory Career Referral)	Advise on career referral procedures and identify the KSAs for the career referral request.	Prior to closing date of announcement.	CPAC Generalists, selecting official & career program manager.
	Announce vacancy and/or request DA referral list.	Within 5 days of receipt of Request for Personnel Action in CPOC.	CPOC Staffing Specialists.
	Query applicants for interest & availability.	15 days for applicant to respond.	DA career management.
	Issuance of referral lists and rate/rank/refer applicants.	Referral issued within 14 days from closing date.	CPOC Staffing Specialists. Cycle time should not exceed 50 days from receipt of RPA to referral.

<u>FUNCTIONAL AREA</u>	<u>SERVICES PROVIDED</u>	<u>TIME FRAME</u>	<u>REMARKS</u>
Recruitment and Placement (Delegation of Examining Authority)	CPAC advises management of DEU process and advantages.		CPAC Generalists.
	CPOC announces vacancy to the public.	Within 3 work days of receipt of SF39 from Staffing Specialist.	CPOC Staffing Specialist.
	Normal vacancy will remain open for 14 days.	Up to 7 day wait for surface mail.	
	Certificate of Eligibles will be issued to servicing Staffing Specialist.	Within 3 workdays after surface mail deadline. 36 days total process.	CPOC Staffing Specialist then issues referral list to manager.
Payroll Interface Cycle	CPOC flows data electronically to DFAS.	Meet Payroll Deadline 95% of time. Process within 2 workdays.	DFAS interface may impact transaction flow. Cycle time is 7 days.
	CPOC corrections/resolves and reflows if transaction not consumated.	Re-processed within 2 workdays.	
Personnel Record Keeping	Maintain OPFs for all employees. Maintain other personnel records.	On-going.	CPOC staff members.
Employee Benefits	Explain benefits, enrolling requirements and procedures relating to life & health insurance, leave, TSP, pay, etc.	On-going.	CPAC Generalists.
	Process forms.	Within 5 days after receipt of fully completed form.	CPOC staff members.
Retirement Processing	Provide advisory services in travel and permanent change of station entitlements.	On-going.	CPAC Generalists.
	Provide retirement counseling.	As needed.	CPAC Generalists.
	Process forms.	Within 4 days after completed package received, depending on process.	CPOC Specialist. Cycle for non-disability is 31 days.

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Death Claims	Family counseling/filing for benefits.	As needed.	CPAC Generalists.
	Transmits & receives Request for Personnel Action and provides copy to CPAC for survivors.	Processes completed paperwork within 1-3 days of signature of family member, depending on process.	CPOC Specialist. Cycle time is 11 days.
Injury Compensation	Assist employees in filing appropriate forms.	On-going. Processes completed forms within 5-10 days days of signature of employee.	CPAC Generalists.
	Monitor long-term FECA cases.		
	Review progress toward meeting command goals. Assist managers in controverting cases.		
Leave Administration	Advises on all aspects of leave to include annual, sick, leave without pay, court, military, Voluntary Leave Transfer Program and advance leave.	On-going.	CPAC Generalists.
Discipline/Performance Problems	Assist managers in evaluating problems and identifying courses of action.	On-going.	CPAC Generalists.
	Counsel employees and supervisors providing information on administrative procedures and employee responsibilities/rights.	As needed.	CPAC Generalists.
	Advise on preparation of disciplinary action memos.		CPAC Generalists.
Grievances	Coordinate action to process. Prepare official correspondence.	As needed.	CPAC Generalists.
		As needed.	CPAC Generalists.
	Provide support for resolving grievances.	As needed.	CPAC must comply within time limits set by agreement or regulation.

<u>FUNCTIONAL AREA</u>	<u>SERVICES PROVIDED</u>	<u>TIME FRAME</u>	<u>REMARKS</u>
Arbitrations	Assist management in defending actions.	On-going.	CPAC Generalists/Labor Counselor. Must comply within timelines set by agreement/regulation.
Unfair Labor Practices	Assist management in defending actions.	On-going.	CPAC Generalists/Labor Counselor. Must comply with timelines set by agreement/regulations.
Appeals	Explain requirements/procedures/options.	As needed.	CPAC Generalists.
	Coordinate and compile information for appeals examining officer.	As needed.	CPAC must comply with time limits set by regulations.
	Prepare official correspondence.	As needed.	CPAC Generalist guidance.
Training and Development (Human Resource Development)	Transmits MSPB notice to SJA.	As needed.	CPAC Generalists. SJA action once appeal is received.
	Provide training resource opportunities.	On-going.	Training Coordinators and CPAC generalists.
	CPAC consults/advises managers and employees on all aspects of organizational and individual performance.	On-going.	CPAC Generalists.
	Provide program updates as well as advice and assistance to CPACs.	On-going.	CPOC HRD Specialists.
	Develop procedures/guidelines for region-wide training (disseminate to CPAC).	As needed.	CPOC HRD Specialists.

<u>FUNCTIONAL AREA</u>	<u>SERVICES PROVIDED</u>	<u>TIME FRAME</u>	<u>REMARKS</u>
Training and Development continued	CPOC will manage the regional training program by surveying regional needs and publishing region-wide training survey results and region-wide training schedules.	Process stretches from one FY to another (needs survey versus published schedules).	CPOC HRD Specialists.
	Assess execution of regional training resources.	On-going.	CPOC HRD Specialists.
	Provide written annual evaluation of region-wide program to higher headquarters.	After completion of FY.	CPOC HRD Specialists.
	Sponsor courses and seminars.	On-going.	CPAC and CPOC coordination.
	Market and announce region-wide courses.	On-going.	CPOC Specialists.
	Process documentation verifying completion of training.	Within 3-5 days of receipt of training certification.	CPOC Specialists.
	Maintain regional statistics.	As needed.	CPOC Specialists.
	Maintain documentation of competitive process for regional training costing \$2500 or more.	As needed.	CPOC Specialists.
	Manage/Monitor Leadership Programs such as OLE, PME, LEAD, AMSC, War College, etc.	On-going.	CPAC Generalists. Training Coordinators.
	Review Competitive nomination packages for completeness.	As needed.	CPOC Specialists.

<u>FUNCTIONAL AREA</u>	<u>SERVICES PROVIDED</u>	<u>TIME FRAME</u>	<u>REMARKS</u>
Automation	On-the-ground customer assistance, training and trouble-shooting.	As needed.	CPAC PSM.
	CPAC IM will contact CPOC IM Branch to resolve or elevate complex issues.	As needed.	CPAC PSM will initiate contact with CPOC IM Branch.
Awards	Furnish guidance in determining appropriate recognition (honorary or monetary).		CPAC Generalists.
	Process awards forms.	Within 3-5 days of receipt of completed document.	CPOC Specialists. Cycle time is 22 days.
Data Base Quality/Input	Scheduled data scrubs of records to ensure accurate input of actions into DCPDS/ACPERS.	NLT 98% accuracy.	CPOC Specialists.
Appraisals	Assist managers with accurate preparation.	On-going.	CPAC Generalists.
Appraisals continued	Process forms.	Within 3-5 days of receipt.	CPOC Specialists.
Reduction In Force	Effect management decisions thru running retention registers/ mock RIFs/processing RIF notices/appeals.	Meet regulatory time frames in terms of advance notice.	CPAC Generalists counsel employees/managers.
		Process notices within 10 days of completion of all mandatory steps.	CPOC staff process RIF. Cycle time: Intricate process, including CPOC processing and variations, could extend up to 120 days.

HOW CUSTOMERS CAN HELP

- Submit Personnel Action requests early to be forwarded to CPOC. Recommend at least 30 days prior to need.
- Mark information sent to CPOC with the PERSACT # for the appropriate action requested.
- Inform us immediately of any change or additional information as soon as it is evident to you.
- Inform your employee to only request retirement calculations if he or she is serious about retirement. Submit retirement requests at least one month prior to retirement date.
- Distribute bulletins/newsletters to the lowest level of your organization to be sure all employees have access to information.
- Use Army's PERMISS (Personnel Management Information System) over Internet (<http://cpol.army.mil/>) to retrieve personnel information.
- Use Pacific Region CPOC homepage regularly for information.
- Use PERSACT to find status of SF 52's (check notes & remarks).
- Use Regional applications to find information regarding employee's WIGIs, Convert to CC, etc.
- Submit Job Descriptions and KSAs or Job Search Criteria via E-mail or disk--use Word attachments to E-mail.
- Sign job descriptions quickly and return within 10 days after receipt or notify classifiers of delay.
- Use the automated tools provided by Army, such as COREDOC, PD Library and FASCLASS.
- Be informed before you make promises you can't keep (e.g. Temp Promotions, Non-Competitive Actions (Reassignment, Change to Lower Grade, Promotion, etc.) - be sure employee qualifies).
- Complete transmittal for recruit actions identifying special instructions such as area of consideration, PCS cost, clearance requirements, etc.
- Act on referral lists quickly. Request return within 10 days of receipt.